

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: Globafone, Inc.

Vendor website: <http://globafone.com/texas-dir-satellite-phonedataaccessories-catalog>

Service Area: Wireless

Category: Mobile Satellite

ISAT Hardware & Service - Basic

Includes 0 monthly minutes and free activation. This service covers the following types of calls:

- Voice/Fax/Data to Fixed
- Voice/Fax/Data to Cellular
- Voice/Fax/Data to BGAN/FBB/SBB
- Voice/Fax/Data to GPRS/SPS
- Both Voicemail service and SMS

* This is a Globafone billed service.

SERVICE DELIVERY SLA

Term Commitment: 12 months

Please refer to your Globafone Inmarsat Service Plan for additional service intervals.

PERFORMANCE SLA

Please refer to your Globafone Inmarsat Service Plan for performance criteria.

CUSTOMER RESPONSIBILITY

There are no additional requirements for this service.

Globalphone Mobile Satellite Phone Products and Services Pricing

Customer Discounts for all Globalphone Mobile Satellite Phone Products and Services available under this contract are reflected in the tables below or by clicking on the [Globalphone Pricing link](#).

- Globalphone will waive Early Termination Fees
- Globalphone will waive Activation Fees

Globalphone Wireless Voice & Data pricing is calculated as follows:

$$\text{Customer Price} = \text{MSRP} - \text{Customer Discount}$$

* DIR requires a 2% Cost Recovery Fee (CRF) be added to Vendor pricing.

* Visit the Globalphone Wireless website for current pricing details.

[Globalphone Pricing Link](#)

INMARSAT ISAT HARDWARE AND SERVICE	
Satellite Phone	
ISATPhone Pro - Fully Kitted with English Keyboard, Wall Charger and	10.8%
number. SIM card inserted. Laminated Easy Guide with your satellite phone number, basic phone	11%
Accessories	
Carry Case	7.5%
Battery	12.1%
AC Wall Charger	8.3%
DC Car Charger	20.1%
Micro USB Cable	10%
Wired Hands Free Headset	10%
Beam IsatDOCK Marine	7%
Beam IsatDOCK Pro	5%
Beam IsatDOCK Drive	4.1%
Beam IsatDOCK Lite	5.8%
Beam IsatDOCK Maritime ACTIVE Antenna	6%
Beam IsatDOCK Transport ACTIVE Antenna (Magnetic)	6.4%
Beam IsatDOCK Transport ACTIVE Antenna (BOLT)	6.1%
Beam IsatDOCK Fixed PASSIVE Antenna	7.9%
Beam IsatDOCK 6m Cable Kit	8%
Beam IsatDOCK 13m Cable Kit	5.4%
Beam IsatDOCK 18.5m Cable Kit	14.9%



Beam IsatDOCK 40m Cable Kit	15%
Beam Privacy Handset	6.7%
Beam AC110-240v Plug Pack	5.4%
Beam Panasonic POTS Phone	15.6%
Beam UPS battery pack	6.7%
Beam Man Down Bundle	7.1%
IsatPhone Service	
Basic Service: Includes 0 Monthly Minutes. 12 month contract period	
Activation	100%
Annual Service Fee	16.7%
Voice/fax/data to fixed	12%
Voice/fax data/ to cellular	7%
Voice/fax/data to BGAN/FBB/SBB	7%
Voice/fax/data to GPRS/SPS	7%
Voicemail	7%
SMS	7%

Globaphone Mobile Satellite Geographic Availability

Globaphone Mobile Satellite services provide complete coverage when outdoors and in-line with satellite. For more information visit:

http://www.inmarsat.com/Support/Coverage/I-4_satellite_regions.aspx?language=EN&textonly=False